

Turn In of Items and Payment

The TSP is entitled to take possession of and sell for salvage any damaged item which it has paid for or replaced. If a lost item is located after your claim has been paid, you may decline or accept the item. If you accept the item, you must refund any money paid for that item. If the TSP located an item within 60 days of receipt of notice of a loss, and a claim has not yet been paid, you are obligated to accept delivery of the item.

The TSP is responsible for identifying and making partial advance payments to you to relieve hardships associated with the loss of all or a majority of your household goods or unaccompanied baggage. Catastrophic loss occurs when over 60% of inventory items in a shipment are lost, damaged, or destroyed. The TSP should make payment or an agreement concerning payment within two days of notification of the damage or loss.

High Value Items and High Risk Items

If you fail to inform the TSP that high value items or high risk items are included in the shipment, TSP liability for such items will be limited to \$100 per pound. During delivery, you and the TSP must open all boxes containing high value or high risk items, remove the items from the containers, and physically inspect each item.

**WIESBADEN CLAIMS OFFICE
ROOM 223, BLDG. 1023W
(inside Welcome Center)
CLAY KASERNE, WIESBADEN**

HOURS OF OPERATION

**MONDAY, TUESDAY,
WEDNESDAY, FRIDAY
0900-1200; 1300-1600**

**THURSDAY
1300-1600**

FULL REPLACEMENT VALUE (FRV)



**Headquarters, US Army Europe
Wiesbaden Legal Center
Building 1023W, Room 223
Clay Kaserne Welcome Center**

**Phone: 537-0664 (DSN)
0611-143-537-0664 (CIV)**

Updated: 1 December 2014





Full Replacement Value

For items that are lost or destroyed during shipment of household goods or unaccompanied baggage at government expense, you may be eligible for the **Full Replacement Value** (FRV) program. To have your claim paid on the basis of FRV, you must file your claim directly with the **Transportation Service Provider** (TSP). Once you file your claim, the TSP is required to replace lost or stolen items with a new item, or pay the cost of a new item of the same kind and quality.

Timely Notice and DD Form 1840/1840R

Loss or damage to an item must be reported to the TSP within 75 days of the date of delivery of your household goods or unaccompanied baggage. The TSP should list all missing or damaged items discovered on the day of delivery on DD Form 1840.* Both you and a representative from the TSP will sign DD Form 1840. The TSP will leave three copies of this form with you. Items discovered missing or damaged after delivery must be listed on DD Form 1840R (the reverse

* a.k.a. "Notification of Loss or Damage At Delivery"

side of the DD Form 1840*). A copy of DD Form 1840R must then be sent to the TSP within **75 days** after delivery. Submission of a DD Form 1840R does **not** constitute filing a claim. You must submit a written demand for a specific amount of money to the TSP within **nine months** of the date of delivery. The claim must list each item that was lost or damaged and give a general description of the damage.

Settlement by the TSP

For the settlement of loss and damage claims, the TSP shall pay, deny, or make an offer within 60 days of receipt of a complete, substantiated claim. The payment will be complete within 30 days of receipt of notice that the owner has accepted a full or partial payment. If you choose to file your claim directly with a military claims office, you give up your right to FRV. You may transfer all or part of your claim to a military claims office if you are not satisfied with the TSP's handling of your claim. However, you may not transfer your claim until the TSP has made a final offer, or more than 30 days have elapsed since you filed your claim.

* a.k.a. "Notification of Loss or Damage After Delivery"

You may accept a settlement for part of your claim from the TSP and transfer unsettled portions of your claim to a military claims office.

Inspection of Items by the TSP

Inspection of items by the TSP may be done at any time prior to settlement of the claim, but the TSP may not deny a claim solely on the basis that it was unable to inspect an item. If you repair an item before inspection, you must provide the repair bill or other evidence of the repair cost. If you dispose of a damaged item, you must provide the TSP with evidence that the item was damaged beyond repair.

Before you file a claim, you may request an inspection, or permission to dispose of items – the TSP should contact you within two business days to provide you with an answer. If you request an inspection, the TSP must conduct the inspection within 45 calendar days of being contacted, unless you grant an extension.